

Summary of Questions & Answers During Office Supplies Webinar – August 25, 2010

Statewide Contract Number: 99999-SPD-G20100809-001

The following is a summary of the questions posed during a webinar held on the subject of the statewide contract for office supplies, and the answers provided.

Q: When we save Staplesadvantage.com as a favorite, will it also save in TGM?

A: No. These are two separate sites and are not related.

Q: How do we obtain a P-Card?

A: For information regarding the Purchasing Card Program, please contact Mr. Paul Kurtz, the State's Purchasing Card Manager, at 404-656-5344.

Q: Can more than one person from our Govt offices use the Stapleslink.com site? Using different email or does it have to be one designated person?

A: Yes

Q: How do we find out if our County is a TGM member?

A: Only State Agencies/Colleges and Universities will be setup on Team Georgia Marketplace. However, counties and other municipalities may use the Window Shopper feature of the TGM tool.

Q: What is the contract number?

A: The contract number is 99999-SPD-G08092010-001

Q: Is there a way to get a printout of core items with prices listed in Staples?

A: The Core Items List will be posted onto the Statewide Contract Index

Q: Just for clarification, we no longer go through PeopleSoft to virtual Catalog to order?

A: If your Agency has been enabled onto Team Georgia Marketplace, you will place your orders through TGM, as instructed through the official TGM training materials. However, if your Agency has not been enabled onto TGM, you will continue to place your orders in the manner you have previously done so.

Q: Can we order blocked items through TGM?

A: No. These items are blocked because there are other statewide contracts in place to cover the items. For information on the statewide contracts, please access the Statewide Contract Index.

Q: Did we understand that this is a Convenience Contract?

A: Yes. This is a convenience contract.

Q: If we are already ordering through the Stapleslink site, will we need to do anything different to order?

A: No

Q: What is the contact information for returns and warranty help?

A: 1-888-593-0146

Q: ?

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Q: Will you repeat the generic login for Window Shopper?

A: On the Team Georgia Marketplace Icon, enter ID: tgmguest and Password: tgmguest

Q: One more core list question. Can we request that this also be available as printable list – maybe in Excel – to be user friendly for the offices that we order for?

A: Yes, it will be available in Excel format, as requested.

Q: An item I want to order was available on Stapleslink was not available on Team GA Marketplace Staples punchout. Should this occur?

A: No. These should mirror at all times. Should this occur, please bring it to the attention of State Purchasing.

Q: Are the p-cards necessary for purchasing?

A: The P-Card is one method of purchase. It is required at the retail store. Otherwise, you may place your order utilizing the P-Card, Phone or Fax.

Q: How soon after today can we begin the ordering process?

A: You will need to register in order to utilize the State of Georgia office supplies contract. Please logon to Staplesadvantage.com/stateofga/ to register.

Q: Do I understand correctly that if you are currently utilizing TGM (state agency) orders can be placed through TGM clicking on the Staples link punchout?

A: Yes

Q: Does Staples have the ability to receive orders electronically (EDX)? If so, who do I contact to get this set up?

A: Yes. Contact Lamar Huff at 1-800-327-3162.

Q: Does the P-Card allow us to actually be invoiced for the purchase or does it simply give us a discount on the purchase or both. ?

A: The P-card is a payment method. It does not facilitate additional discounts, as the State has negotiated deep discounts with Staples on Core and Non-Core products.

Q: How do I look up CORE ITEMS?

A: You may access the Core items list on TGM (under the contract profile section) or via the Statewide Contract Index

Q: Can we use the same login information we currently use to login to Stapleslin.com or does this need to be changed?

A: If you are currently registered on Stapleslink.com, you would continue using the same login to access the new contract information.